

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
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My name is Haydee Garcia. I am from Cuba and Chicago. I would like to tell you my comments. First, there was a time when I made a call using TTY. I did not know English at this time. I went through Spanish relay and they were able to translate for me. For example, if I had to call about a bill or I needed to make an appointment, I didn't understand English and I could talk through the relay on TTY in Spanish and that was great. Then the new technology came along, the IP relay, going through the internet. And so I tried to make a call but was no opportunity to select an alternate language. You only had English, no Spanish. So I typed through there and I asked to be transferred to a Spanish relay. Then I wait forever and ever, over 10 minutes before I got transferred. And I said, "Do you mind -- can you translate from Spanish to English?" And he said no. It's not legal. And so then I was stuck. I had no opportunity to make a phone call. So that was one problem.

This is another story. I was making a call through VRS, video relay service and I contacted HOVRS and I made the call and I was thinking in the relay service they should be able to use ASL and they should be able to speak to the Spanish language and I was signing in the ASL and the interpreter was saying he knew Spanish, he was supposed to use ASL, not Mexican or Puerto Rican sign. I'm from Cuban. Our sign language is not the same as Mexican sign language. You should only use ASL and then translate to Spanish. It's really a nice service for that.

Now, about captions on TV, in Spanish. It's so frustrating. They're really

garbled. The deaf community very much needs the news captioned, especially the news. People move to America and they can't keep caught up on the news because it's not captioned in Spanish. For instance, Univision or Spanish news.

So I called Sorenson and there used to be a huge wait, a long wait before you could get to an interpreter. It's gotten better. But it's now getting worse again. The wait is like over three or four minutes before you can get an interpreter. It should be answered quicker than that. I called because I needed tech support for my computer and I explain to the interpreter and they'll say please hold and then they'll switch interpreters and I wait and wait. They should have had that interpreter ready, you know, somehow how that process works. They should be ready. Instead we have to wait and wait. Apparently, somebody else is busy with that interpreter. I don't know. But anyway, that's the information in terms of my experience.

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